

Keyworker Policy

A key worker is a staff member who has specific tasks and activities to complete for a named service user.

The team manager should support the service user to identify a member of support staff to be responsible for this role.

When supporting the service user to make this choice the team manager should provide information using the service users preferred means of communication. The staff one-page profiles should be considered as an information / communication tool to be used in this process.

The activities undertaken within the role should be discussed and any further actions agreed within the staff members supervision with their line manager.

The named keyworker will be responsible for;

- Developing the service user's annual person centred plan.
- Monitoring and facilitating the service user's agreed goals from their person centred plan.
- Monitoring and facilitating the outcomes agreed in the service user's care plans.
- Identify any changes, concerns or required care file updates and report these to the line manager for further action.
- Monitoring and facilitating annual health checks, medication reviews, dental, optical, auditory, hospital / specialist checks.
- Supporting the service user to maintain relationships with family and friends, including providing support to remember special dates and purchase / send cards and gifts.
- Ensuring information about the service user is shared with the team in relation to these keyworker responsibilities.

The identified keyworker may be changed if;

- The service user raises concerns that the relationship with their keyworker is not working
- The manager identifies that the keyworkers relationship with the service user is not positive or constructive or meeting the needs of the service user.